



Ride Experience

Ride Rating (out of 5)

Average **4.70** | Median **5.0**

Ride Distance

Average **3.98 miles** | Median **3.30 miles**

Pickup Walk Distance

Average **0.05 miles** | Median **0.03 miles**

Dropoff Walk Distance

Average **0.04 miles** | Median **0.02 miles**

Time from request to scheduled pickup (ETA)

Average **27.42 minutes** | Median **28.60 minutes**

Service YTD Overview

102,911

Passengers

28,357.8

Net Driver Hours

15,833

App Accounts

Weekly Overview

4,436 Passengers (avg. 633/day)

97 New Riders

4.5 Utilization Avg.

44.3% Aggregation*

89.6% Met Demand**

*Aggregation = % of shared rides

**Met Demand = % of valid ride requests provided a proposal; a 100 percent met demand rate indicates a 0 percent seat unavailable rate and vice versa.

Transit Connections

Kimball Junction Transit Center

332 Pickups (7.5%)

513 Drop-offs (11.6%)

Total Connecting: 845 (19.1%)

Canyons Village Transit Hub

255 Pickups (5.7%)

755 Drop-offs (17.0%)

Total Passengers: 1,010 (22.7%)

Day-by-Day KPIs, 1/28/22 to 2/4/22

Date	Ride Requests	Driver Hours	Seat Unavailable Rate	Passengers	Avg. ETA	Peak Avg. Hourly ETA*
Fri. 1/28	1,729	147.6	10.9%	696	26.4 min.	39.7 min (7am)
Sat. 1/29	1,919	147.6	11.8%	727	28.6 min.	39.5 min (10pm)
Sun. 1/30	1,593	142.0	11.9%	678	24.6 min.	38.9 min (7am)
Mon. 1/31	1,515	136.7	12.3%	558	28.5 min.	43.2 min (7am)
Tues. 2/1	1,561	139.6	6.6%	645	27.4 min.	43.1 min (11pm)
Wed. 2/2	1,591	131.8	14.1%	580	31.5 min.	44.8 min (8am)
Thurs. 2/3	1,518	143.4	4.9%	552	24.9 min.	41.8 min (7am)

* Peak Avg. Hourly ETA represents the highest average ETA for a particular hour on that day.